

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
FINAL CONCESSION EVALUATION REPORT

FORM 10-631 (Rev 8/89)

Concid:	CC-STLI-0001-89	Date:	December 28, 2005	Year of Operation:	2005
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	Satisfactory	Marginal	Unsatisfactory
Operational Performance Rating:	X		
Contract/Permit Compliance Rating:	X		
ANNUAL OVERALL RATING DETERMINATION:	X		
Annual Overall Narrative Assessment and Comments on the Concession Contractual Obligations and Operational Performance for the Year			

It has been determined by the Concessions Management Office that the Circle Line-Statue of Liberty Ferry concessions operation at the Statue of Liberty NM/Ellis Island has met the expectations of the National Park Service and the visitors in 2005.

Circle Line has worked very closely with the Park this year to resolve the issues identified in the last evaluation.

Items that were identified relative to the concession services and merchandise selection available on the boats was resolved by Circle Line almost immediately after the last report. Carol Stockley, Concession Manager on the boats, has installed new display cases for the souvenirs, created new menu boards and has replaced the hand made signs with professionally made ones.

The implementation of electronic reporting has resulted in the required reports arriving to the Park on time.

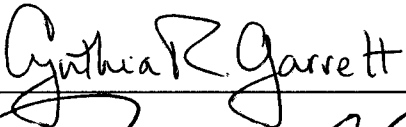
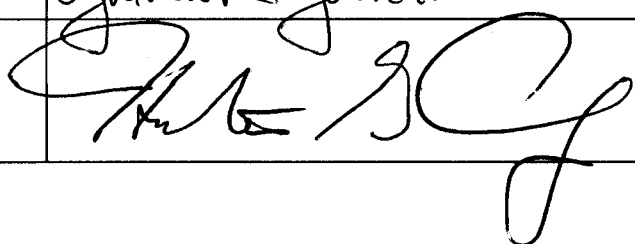
Items that were addressed in regards to the overall appearance and signage at the screening sites and the ability to except credit cards at all times, for the most part has been resolved.

The Park also appreciates all of the cooperation and hard work of Hal Clancy and Rafael Abreu. Hal has maintained a presence here in the park and is on-site to deal with the day-to-day and long-term issues that constantly arise. He has worked closely with the Park to create annual schedules that go a long way in meeting the needs of the visitor and the park. Rafael continues to work closely with the Management and Interpretation Offices to create a Time Ticket Pass system for the monument that works with the park and makes sure that the visitor gets the best possible experience when visiting Liberty Island. He has also helped to resolve some of the credit card issues at the screening sites.

The issues identified at the ticket offices in the last report, primarily the overall appearance, signage and the ability to except credit cards at all times has been addressed and in the most part resolved.

All issues relating to the Capital Account that have developed post 9/11 are being addressed by both the Park and Circle Line. It is expected that all of these issues will be resolved by June 1, 2006.

Overall, Circle has greatly improved areas that were addressed in last year's Annual Report and continues to work closely with the Park Service to settle issues as they arise and provide services consistent with contract requirements. The park is confident that issues still needing to be addressed with the Capital Account will be handled by the date listed above.

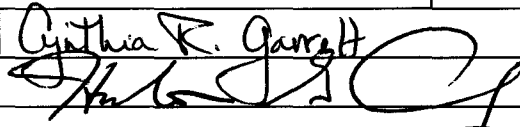
Superintendent's Signature		Date Signed:	3/27/06
Concessioner's Signature (to signify receipt of rating):		Date Signed:	3/29/06

UNITED STATES DEPARTMENT OF THE INTERIOR
NATIONAL PARK SERVICE
SUPERINTENDENT'S ANNUAL CONCESSIONER CONTRACT/PERMIT COMPLIANCE REPORT
OPERATING YEAR: 2005

Form 10-630 (Rev. 7/83)

PARK	Statue of Liberty National Monument / Ellis Island
CONCESSIONER	Circle Line-Statue of Liberty Ferry, Inc.
CONTRACT NO	CC-STLI-0001-89
PERMIT NO.	

COMPLIANCE

		Yes	No	N/A			Yes	No	N/A
* Denotes "Special Attention" Items									
*	1. Building and Improvement Program			N/A	*	7. Accounting Records & Reports	X		
	2. Accommodations, Facilities & Services	X			*	8. Franchise Fee	X		
	3. Plant, Personnel and Rates	X				9. Bond and Lien			N/A
*	4. Maintenance	X				10. Assignment			N/A
	5. Possessory Interest			N/A		11. Sub-concession			N/A
*	6. Utilities	X			*	12. Insurance			N/A
CONTRACT/PERMIT COMPLIANCE RATING: (Satisfactory, Marginal, Unsatisfactory)							Satisfactory		
Superintendent's Signature									
Concessioner's Signature (To signify receipt of rating)									

CONTRACT/PERMIT COMPLIANCE CHECKLIST

		Yes	No	N/A
*1. BUILDING AND IMPROVEMENT PROGRAM (Item 1 of Instructions)				
A.	Does the contract contain a building & improvement program?		X	
B.	If the answer to (A) above is yes,			
(1)	Is any portion of such program applicable to this rating period?			X
(2)	If (1) above is yes, have plans and specifications been submitted and approved by the Superintendent?			X
(3)	What portion(s) of the building and improvement program has been completed during this rating period?			X
(4)	What was starting date as stated in the contract?			
(5)	When was actual starting date?			
(6)	When is completion date?			
(7)	If already completed, give date:			
(8)	Has the concessioner submitted documentation to evidence expenditures of the program?	X		
(9)	(ACCESSIBILITY OF FACILITIES TO HANDICAPPED PERSONS TO BE ADDED AT A LATER DATE)	X		
COMMENT:				
2. ACCOMMODATIONS, FACILITIES AND SERVICES (Item 2 of Instructions)				
A.	Are all accommodations facilities and services required/authorized?	X		
B.	Are any services being provided that are not authorized under this contract/permit?		X	
	If yes, please list:			
C.	(1) Does the concessioner have a preferential right to new or additional service?	X		
	(2) If such new or additional services have been identified by the NPS, has the concessioner agreed to provide them?	X		
	If the answer to (2) above is no, explain:			
3. PLANT, PERSONNEL AND RATES (Item 3 of Instructions)				
A.	Does the concessioner meet the criteria for needing an affirmative action plan? (See item #3 of instructions for criteria.)	X		
	If the answer is no, disregard the next question. if yes:			
(1)	Does the concessioner have a written affirmative action plan?	X		
	If the answer is no, explain:			
B.	Are EEO posters furnished and adequately displayed?	X		
C.	Have current rates used by the concessioner been approved by the Superintendent and properly documented by supporting rate approval studies in accordance with the Rate Approval Program Guidelines in NPS-48?	X		
	If the answer is no, explain:			
*4. MAINTENANCE (Item 5 Instructions)				
A.	Has the concessioner fulfilled the terms of any maintenance agreement including the dollar amount if stipulated?	X		
	If "NO", give reason:			

5. POSSESSORY INTEREST (Item 6 of Instructions)														
A.	Has the concessioner (a) made any capital improvements to government improvements?												X	
	(b) acquired any possessory interest in concessioner's improvements not listed on the exhibit to the contract during this rating period?												X	
	If yes, list:													
B.	Was prior written approval given by the Service for these improvements?											N/A		
*6. UTILITIES (Item 7 of Instructions)														
A.	List utility services provided by the park for the concessioner:													
B.	If the concessioner is charged for the service(s) provided, has he paid for them in a timely manner?											X		
*7. ACCOUNTING RECORDS AND REPORTS (Item 8 of Instructions)														
A.	If this is the first year of a contract, was the opening balance sheet required by contract provision?												X	
	If "YES", when was it submitted?													
B.	Considering the most recent Annual Financial Report (AFR) due within this rating period:													
	(1) Give date AFR was due: March 3, 2006													
	(2) Date AFR was submitted: March 17, 2006													
C.	Was AFR audited by an independent licensed or certified public accountant, if required?											X		
*8. FRANCHISE FEE (Item 9 of Instructions)														
A.	Are there franchise fees (including building use fees) past due from the concessioner?												X	
B.	For the last 12 months, list due date and date paid for franchise fees: (NOTE: Some concessioners are required to pay more than once a year)													
	DUE	10/15	DUE	12/15	DUE	2/15	DUE	4/15	DUE	6/15	DUE	8/15		
	PAID	10/15	PAID	12/15	PAID	2/15	PAID	4/15	PAID	6/15	PAID	8/15		
	DUE	11/15	DUE	1/15	DUE	3/15	DUE	5/15	DUE	7/15	DUE	9/15		
	PAID	11/15	PAID	1/15	PAID	3/15	PAID	5/15	PAID	7/15	PAID	9/15		
C.	If applicable, what is the next date for renegotiation of franchise fees?													
D.	Are the amount of sales claimed as exempt from franchise fee supported by invoices bearing a certification by the seller that the items meet NPS standards for native American and Indian handicraft items?													X
9. BOND AND LIEN (Item 10 of Instructions)														
A.	Was a bond required by the contract?												X	
	If yes, give amount and date posted:													
	If a bond was not required, mark item 9 of rating sheet "N/A".													
10. ASSIGNMENT (Item 13 of Instructions)														
A.	If this concession operation has been sold to a successor during this evaluation year, has the successor fulfilled all obligations stipulated by the NPS in (1) letter(s) of contingent and/or final approval, or (2) the assignment, acceptance and approval document?												X	
B.	If the name of the business has changed in the past year, give new name:													
11. SUBCONCESSION (Item 14 of Instructions)														
A.	Are there any agreements with third parties to provide any services authorized or required in the contract/permit with the concessioner?												X	
B.	If the answer is "YES", what services do they provide? (List):													
C.	Are all such arrangements covered by an NPS approved sub-concession contract?													N/A
	If the answer is no, explain:													
*12. INSURANCE (Item 15 of Instructions)														
Fill out the attached Insurance Review Checklist first; it will enable you to answer the questions below. CAUTION: The current NPS insurance requirements are applicable to contracts based on SOR's published after May 1, 1981. Earlier contracts may vary substantially and some questions in the checklist may not apply. Answer those which do apply and attach the checklist anyway because it provides data which WASO needs.														
A.	Has concessioner provided the Superintendent with a Certificate of Insurance or Broker's Analysis?											X		
B.	Has the concessioner purchased all required property coverage in the amount required?											X		
C.	Has the concessioner purchased all the required liability coverage in the amount required?											X		
D.	Has the concessioner had inserted in all insurance policies appropriate clauses as required in the concession contract?											X		
	If no, explain:													

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
FINAL CONCESSION EVALUATION REPORT
(Transportation Systems) - Standard No. VII
FORM 10-607 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Ferry Service
Year of Evaluation:	2005	December 28, 2005	

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. *Follow-up evaluations will be conducted to determine corrective action taken.*

ELEMENTS/CLASSIFICATION
Check (Box) in space provided - applicable elements (APP.)
Check (Box) in space provided - those which are deficient (DEF.)

Element		Element	
A. FACILITY EXTERIOR		D. RATES	
		APP.	DEF.
1.	Structure Condition (B)	X	
2.	Grounds (B)	N/A	
3.	Public Signs (C)	X *	
4.	Garbage and Trash (B)	X *	
Element		Element	
B. FACILITY INTERIOR		E. VEHICLES & VESSELS	
		APP.	DEF.
5.	Public Restrooms (A)	X	
6.	Public Signs (C)	X *	
7.	Public and Other Areas (B)	X	
Element		Element	
C. OPERATIONAL		F. OTHER	
		APP.	DEF.
8.	Employee Performance (A)	X	
9.	Employee Attitude (A)	X *	
10.	Employee Appearance (A)	X	
11.	Operating Hours (B)	X	
12.	Staffing (A)	X	
13.	Authorized Rates (A)	X	
14.	Posting of Rates (B)	X *	
15.	Maintenance (B)	X *	
16.	Regulations (A)	X	
17.	Interpretation (B)	X *	
18.	Beverage Container Program (B)		N/A

ITEM #	EVALUATION OBSERVATION	CORRECT BY (Date)	CORRECTED BY (Date)
3, 6, 14	Tremendous improvement has been made with the signage on the boats and ticket office.		
4	Encouraging the visitors to recycle is an ongoing job, would like to see more signage on the boats when the recycle cans are out. Other signage when Hills is doing the trash separation in the summer should be displayed.	30 days	
9	Although this inspection identified no employees with a noticeable attitude problem the ticket office staff and boat crews were all very courteous and helpful. Over the past few years I have received some comments from visitors, park staff and I have also seen for myself times when some of your staff could be somewhat more interactive and considerate of the visitors. Some customer service training may be appropriate.	60 days	
15	Condition of the ferries was found to be satisfactory during this inspection, the ferries seem to be showing more signs of soiled exteriors, rust, peeling paint, worn floors, seats and the engines seem to be smoking more. This apparent downward trend in the condition of the ferries along with an increase in the number of breakdowns requiring ferries to be removed from operation which has caused missed trips impacts the schedules and causes inconvenience for the visitor.	60 days	
17	The audio program developed by Antenna is not yet being played on all of the ferries; the recorded message is to be played during all segments of the visitors ride and must be installed on all ferries by spring.	June 2, 2006	
	Miss New Jersey, Mess Gateway, Miss Ellis Island, Miss Circle Line		

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C			
	0	0	0	Preliminary	14B	AC
FOLLOW-UP				5		
				Final		

REMARKS: Four ferries were inspected all were found to be satisfactory, all showed great improvement from the last inspection. All concessioner deficiencies have been corrected.

FORM 10-603 (Rev. 6/82)

REMARKS: Tremendous improvement has been made with the food, beverage and the merchandising of novelties on the ferries.

FORM 10-605 (Rev. 6/82)

REMARKS: Great job Carol

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
CONCESSION PROGRAM
FINAL RISK MANAGEMENT PROGRAM EVALUATION

FORM 10-628

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Overall Operation
Year of Evaluation:	2005		

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION

Check (Box) in space provided - applicable elements (A)

Check (Box) in space provided - those which are deficient (D)

Element		APP.		DEF.		Element		APP.		DEF.	
A. PROGRAM ADMINISTRATION						D. ACCIDENT REPORTING AND INVESTIGATION					
1.	Policy written and available to staff (B)	X				14.	Documented plan for reporting and investigating employee and visitor accident/incidents (B/C)	X			
2.	Safety and health official is designated (B/C)	X				15.	All reportable accidents are being reported to NPS (B)	X			
3.	Management and staff held accountable for compliance (A)	X				Element					
4.	Funds/resources (A)	X				E. PUBLIC SAFETY PROGRAM					
5.	Goals and objectives (B/C)	X				16.	Communication of activity-related hazards (B)	X			
6.	Program administration (C)	X				17.	Communication of resource-related hazards (B)	X			
Element						Element					
B. INSPECTIONS						F. TRAINING					
7.	Inspection schedule has been developed (B)	X				18.	Training plan and accomplished training for supervisors (B/C)	X			
8.	Inspections are conducted as scheduled or required (A)	X				19.	Training plan and accomplished training for safety and health official (B)	X			
9.	Inspections conducted by person(s) capable of recognizing and evaluating hazards (B)	X				20.	Training plan and accomplished training for employees (B/C)	X			
Element						Element					
C. DEFICIENCY CLASSIFICATION AND HAZARD ABATEMENT SCHEDULE						G. EMERGENCY PROCEDURES					
10.	Inspections records kept for a minimum of three years (C)	X				21.	Procedures are documented for all probable occurrences (B)	X			
APP.						DEF.					
11.	"Imminent danger" deficiencies abated or action plans developed within time limits (A)	X				22.	Plans are coordinated with NPS (B)	X			
12.	"Serious hazard" deficiencies abated or action plans developed within time limits (B)	X				23.	Plans are distributed to employees or posted conspicuously (B)	X			
13.	"Non-serious hazard" deficiencies abated or action plans developed within time limits (C)	X									

ITEM #	EVALUATION OBSERVATION	CORRECTED BY (Date)	DATE CORRECTED

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C			
12/28/05	0	0	0	Preliminary	4yB	[Signature]
FOLLOW-UP				5		
REMARKS:						

UNITED STATES DEPARTMENT OF THE INTERIOR NATIONAL
PARK SERVICE
FINAL CONCESSION EVALUATION REPORT
(Supplementary Interpretive Services) – Standard No. XI

FORM 10-611 (Rev. 6/82)

Concid#:	CC-STLI-0001-89	Name of Concessioner:	Circle Line-Statue of Liberty Ferry, Inc.
Region:	Northeast	Facility/Service:	Audio Tour
Year of Evaluation:	2005	December 28, 2005	

NOTICE TO CONCESSIONER: The elements (X) below were found deficient this date and must be corrected by the date(s) specified below. Failure to make correction(s) within the date(s) specified will result in downgrading the initial rating and may result in an unsatisfactory rating which may affect your contract/permit. Follow-up evaluations will be conducted to determine corrective action taken.

ELEMENTS/CLASSIFICATION
Check (Box) in space provided - applicable elements (APP.)
Check (Box) in space provided - those which are deficient (DEF.)

Element A. FACILITY EXTERIOR			Element F. MEDIA		
	APP.	DEF.		APP.	DEF.
1.	Structure Condition (B)	N/A	17.	Exhibits (B)	N/A
2.	Grounds (B)	N/A	18.	Audiovisual Program & Equipment (B)	X*
3.	Public Signs (C)	N/A	19.	Publications (B)	N/A
4.	Garbage and Trash (B)	N/A	20.	Media and Content (B)	X
Element B. FACILITY INTERIOR			21.	Communicating Effectively (B)	X
	APP.	DEF.	22.	Culture or Role Presentations (B)	N/A
5.	Public Restrooms (A)	N/A	23.	Costuming (C)	N/A
6.	Public Signs (C)	N/A	Element G. OTHER		
7.	Public & Other Areas (B)	N/A <th></th> <th>APP.</th> <th>DEF.</th>		APP.	DEF.
Element C. OPERATIONAL			24.	Vending (B)	N/A
	APP.	DEF.	25.	Beverage Container Guidelines (B)	N/A
8.	Employee Performance (A)	X			
9.	Employee Attitude (A)	X			
10.	Employee Appearance (A)	X			
Element D. RATES					
	APP.	DEF.			
11.	Authorized Rates (A)	X			
Element E. INTERPRETIVE OPERATIONS					
	APP.	DEF.			
12.	Program Content (B)	X*			
13.	Program Presentation (B)	X *			
14.	Advertising (B)	N/A			
15.	Public Safety (A)	N/A			
16.	Attendance (B)	N/A			

ITEM #	EVALUATION OBSERVATION	CORRECT BY (Date)	CORRECTED BY (Date)
12	The Park Service is taking another look into the Audio Tour Program and will meet with the concessionaires to discuss its future. The Park Service will also meet with the Concessionaires to discuss to re-recording to add some new information.	July 3, 2006	
13	The Audio Tour is attracting about 6-8% of the visitation, the park would like to see an increase in this percentages. A marketing campaign should be created with incentives for the staff and visitor. It is felt that an increase of 10 - 15% over current sales can be achieved.		
18	Concessionaires should meet with Antenna Audio to see if they have closed caption devices and hearing amplifiers for visitors with hearing impairments.		

EVALUATION DATE	# OF OBSERVATIONS BY CLASSIFICATIONS			NUMERIC PERIODIC RATING	NPS EVALUATOR SIGNATURE	CONCESSIONER SIGNATURE
INITIAL	A	B	C			
	0	0	0	Preliminary	140	He
FOLLOW-UP				5		
				Final		

REMARKS: